# 2019 Annual Report

# Instructions

# For

# Completion

# Table of Contents

# Introduction

Welcome to the 2019 Annual Report Form (ARF)! You are reading these instructions because it is your duty to complete this year's ARF. It's very important that you read this document, as the 2019 ARF is quite different than prior ARFs. Below are some important reminders:

**Reminder about Trigger Course and Admission Cohort Definitions**: The "trigger course" is the first course in the Medical Assisting program curriculum in which any of the psychomotor and/or affective competencies are taught and measured. The formal "admission cohort" is the group of students who have successfully <u>completed</u> the trigger course. See MAERB Policy 205 for additional wording.

Some programs also have a formal admission process that is used to define the admission cohort. The admission process needs to follow the same guideline related to the teaching and assessing of the psychomotor and/or affective competencies, but it can also be used to define the admission cohort.

**Reminder about the Data Monitoring Date:** Although in your 2019 ARF you will be including up to five years of data, , the top row of the 2019 ARF (i.e., the 2018 data) will <u>not</u> be considered for any potential adverse recommendation by MAERB at this point in time, since the top row of data is often incomplete; rather, the data from the three years prior to the most recent year (that is, 2015 - 2017) will be evaluated.

The MAERB office, however, will be reviewing the integrity of <u>all</u> the data submitted. As a result, if there are issues related to any of the years that are being reported on this 2019 ARF, the MAERB office will be contacting the program, and there will be an administrative fee charged if changes need to be made.

**Additional Resources:** The MAERB Policy and Procedures Manual contains information about the Annual Report Form Process and the posting of an outcome (Policies 210 and 215). In order to access the manual, go to the MAERB website ([www.maerb.org](www.maerb.org)) and click on the "Documents" page. It is located in the section "Standards and Policies."

In addition, on the same page you will find other resources under "Annual Report Form," such as the "Outcome Thresholds Chart," which provides you with details about the thresholds, raw data, and examples of what MAERB considers to be appropriate raw outcomes data.

# Prefatory Remarks

1.  All CAAHEP-accredited medical assisting programs have either a fall or spring submission deadline for the 2019 ARF. Since the 2019 ARF is an Excel document, rather than being completed online, there is no login information or password needed in order to be able to work on your 2019 ARF.

2.  Please do not contact your MAERB Program Manager until you have read this entire ARF Instructions document and have perused your 2019 Excel ARF. Once you have read the instructions, if you still have questions, contact your MAERB Program Manager or call 1.800.228.2262 and ask to speak with someone in the Accreditation Department. Video recordings of each of the segments of the ARF are posted at the MAERB website for your convenience.

3.  The Medical Assisting Program Director is the person responsible for the accuracy of the data, not only for the most recently reported year of data, but for all 5 years of data on the ARF. You may be asked at any time to submit raw data in support of any or all reporting years on your ARF. If that occurs, you will be given only a few days to produce the required

documents.  In light of this, it would be wise to make sure that this information is readily accessible.

4. Only one ARF submission is required for multiple campus programs. This submission should contain the aggregate data for all MAERB-approved multiple campus programs.

# General Comments on the New Form

1. Before you begin to enter the data into your 2019 Excel ARF, if any graduate between January 1, 2014 and December 31, 2018 from your program took either the RMA (AMT), NCMA (NCCT), CCMA (NHA), or CMAC (AMCA) certifying exam, do the following:

   a) Go to the *GraduateCohortData* tab of the 2019 and enter the number of persons who graduated from your program at any time during calendar year 2018 into cell K3.
   b) Complete the exam grid that MAERB sent to you via email on September 20 and return it, along with your 2019 ARF excel sheet, to your MAERB Program Manager.  The Program Manager will then input your exam data into the 2019 ARF and return it to you within one working day.
   c) If you had no 2014-2018 graduates who took the RMA, NCMA, CCMA, or CMAC exam, then you do not need to complete the exam grid that was sent to you on September 20th and you should go directly to the *Acknowledgements* tab of the 2019 ARF to begin.

2. Use your final 2018 ARF (the PDF document that we sent to you on September 20) as a reference tool for you in this process.  We ask that you double-check your Retention data for 2014-2017 as well as the numbers in rows 8-11 of the Graduation Cohort Data tab for accuracy, in case the MAERB office made a mistake in the transmission of data.

3. Start with the *Acknowledgements* tab of the 2019 ARF, and, sequentially, work your way through all four tabs of the document.

4. All cells whose background shade is white (on this ARF) need to be completed, either by you or by MAERB staff.

5. Unlike the online ARF that your program has completed in prior years, on this year's ARF there is no Dashboard tab.  The Dashboard feature will return with the implementation of the 2020 online ARF from CAAHEP's website.

6. In the past, if you didn't meet a given outcome threshold for the second-to-most-recent reporting year, you were required to answer a series of dialogue questions and complete an Action Plan grid for that particular outcome.  Due to the temporary use of Excel, MAERB will not be asking you to answer any questions or complete any action plan.

# Acknowledgements Tab Instructions:

- Read line 4 of this tab so that you'll understand the three response options on this tab.

- **Row 6**: Read *MAERB Policy 205: Annual Report Form Processing*, which is found on page 27 of the *MAERB Policy and Procedures Manual* document, which is posted on the Documents tab of the MAERB website ([www.maerb.org](www.maerb.org)). Once you have read policy 205, enter "Yes" in cell 6A of the Acknowledgement tab.  If you did not read policy 205 prior to submission of your 2019 ARF, enter "No" in cell 6A.

- **Row 8**: Read all 14 pages of the *2019 ARF Instructions* document. Once you have read all 14 pages, enter "Yes" in cell 8A of the *Acknowledgements* tab.  If you did not read policy 205 prior to submission of your 2019 ARF, enter "No" in cell 8A.

- **Row 10**: If your program utilizes a "trigger course" for entry into the medical assisting program, enter "Yes" in cell 10A; if, instead of a trigger course, your program uses a formal admission process, enter "NA" in cell 10A.

- **Row 12**: If you use a trigger course for admission into the program, read line 12 and answer either "Yes" or "No" in cell 12A.  On the other hand, if your program uses the formal admission process, enter "NA" in cell 12A.

- **Row 14**: If you don't use a trigger course for admission into the program, enter "NA" in cell 14A. On the other hand, if your program uses the formal admission process, enter "Yes" in cell 14A.

- **Row 19**: Read line 17, and then complete the three grey-shaded cells in row 19.

- **Row 23**: If you would like to provide comments to MAERB regarding any of the statements that you've made on this tab, enter those comments into rows 23-26.

- Don't submit your 2019 Excel ARF unless all questions have been answered on this tab.

# General Information Tab Instructions:

- **Row 4**: Enter the full name of your school; do not abbreviate.

- **Row 5**: Enter the city and state where your program is located.  Do <u>not</u> include multiple-campus city locations.

- **Row 6**: Enter the award type of your CAAHEP-accredited program.  If you have two award options for medical assisting (e.g., Certificate and Associate Degree), only include the name of the award option that is CAAHEP-accredited.

- **Row 7**: Answer the question with an approximate percentage (e.g., 75%)

- **Row 8**: Enter the number of months that it takes a full-time student to complete your program CAAHEP-accredited program.

- **Row 9**: Enter the number of clock or credit hours that composes your CAAHEP-accredited program. If you measure your program by credit hours, indicate whether those hours are semester hours, or quarter hours (e.g., "30 semester hours")

- **Row 10**: Indicate how many terms, semesters, or quarters would be needed for a full-time student to complete your CAAHEP-accredited program.

- **Row 11**: As you answer this question, remember that "medical assisting faculty" is defined as "anyone who teaches a course that is unique to medical assisting."  If an instructor is not teaching any classes unique to medical assisting, we would not consider that person to be "medical assisting faculty."

- **Row 12**: Combine your part-time and your adjunct medical assisting faculty into one number and enter it into cell 12F.

- **Row 13**: Program Directors often forget to notify MAERB of changes in medical assisting faculty.  If you are confident that you have reported all your current medical assisting faculty to MAERB, enter "Yes."  Otherwise, enter "No" or "Not sure."

- **Row 16**: Read line 15 and, if you use a trigger course, enter that abbreviation in cell 16F.

- **Row 17**: This question directly relates to the question on line 10.

- **Row 18**: If you are using a trigger course for measuring admission into your program, indicate whether the same trigger course has been used to measure admission on all five reporting years (i.e., 2014-2018) on the *"Admission Cohort Data"* tab of your 2019 ARF.

- **Row 22**: If you would like to provide comments to MAERB regarding any of the statements that you've made on this tab, enter those comments into rows 22-25.  You are not required to fill in any comments.

- Don't submit your 2019 Excel ARF unless all questions, with the exception of Row 22, have been answered on this tab.

# Admissions Cohort Data Tab Instructions:

The five years of data placed into this tab is a reflection of the **current** status of all medical assisting students (organized by the month and year of admission) who were admitted into your program over the last 5 calendar years.

You will be including the following information: How many total students have been admitted (defined as those who successfully passed the program's "trigger course" or those who were accepted via the program's formal admission process); how many have dropped out from among those students admitted; how many of those persons have graduated (as of the date of submission of the 2019 ARF); and how many are still active in your program.  You will be including this information based upon the current, up-to-the-moment enrollment status within the program.

Prior to entering data for the 2018 admission cohort/s, you will need to update, if applicable, the data that your program reported on last year's ARF for the previous (i.e., 2014-2017) admission cohorts. The instructions below will indicate that order.  It is very important to remember that the data is based upon the <u>admissions</u> cohort date, rather than the year of graduation.  You may find yourself updating several of the rows, and not just the top row.

*<u>NOTE for programs with two CAAHEP-accredited award options</u>:*

*If you have <u>two</u> CAAHEP-accredited programs (i.e., both an Associate Degree and a Certificate/Diploma), this tab allows you to report any students who transferred out of one of your CAAHEP-accredited medical assisting program options and into your other CAAHEP-accredited medical assisting program. Record of any such student transfer should, therefore, be reported on each of your two 2019 ARFs.*

*On the one ARF, you will identify the number of those who transferred out of the appropriate program, based on year of admission, and, on the second ARF, you will enter them as "transfers" into the other program. **Please contact your Program Manager if you have any questions regarding this.***

In order to begin entering your outcome data on your 2019 ARF, select the *"Admission Cohort Data"* tab.

# Retention Outcome:

There is a central rule that governs the inclusion and updating of the data in this category: No student should be counted in more than one row of any given tab.  In addition, once a student is placed within a given admissions cohort, he/she remains there, even if the student drops and then returns.

If the student drops out and later returns to your program, you should adjust the numbers in the underline original admissions cohort, not in the year when the student returned to the program.  The only exception to that is if the student's original cohort year is no longer included on the current ARF (in which case, you would add the student to the cohort year of re-enrollment).

**Updating admission data from the 2014-2017 admission cohort/s (if necessary):**

> **MAERB Error Alert:**  Perhaps the most common error that the MAERB office receives on the ARF is programs forgetting to update the previous years' data.  It is important to remember that, if you have student numbers in the *"In-Progress or Stopped-Out"* column, you will generally need to update the number "dropped out" or the number "graduated."
>
> It is only when you have a zero in the *"In-Progress or Stopped-Out"* column that you will no longer need to update that row.  As a rule, we have discovered that, if the 5-year total number for *"In-Progress or Stopped-Out"* is more than approximately 20%-30% of the 5-year total number of students enrolled, there is probably an error in the data.

- Look at **column F** – *"In-Progress or Stopped-Out."*
    - For programs with nothing to update regarding 2014-2017 admission cohort/s:  If there are currently no students found in column F on your 2019 ARF, and if no dropped student re-entered your program in the past 12 months, proceed to the "2018 admission cohort/s section," which is the next bulleted point below.
    - Updating students who have dropped in the past 12 months: If you currently show any numbers in this column, you need to update them on your 2019 ARF, indicating if the students are still "in-progress," or not.  If, since the time of submission of last year's ARF, a student has dropped out, increase (by a factor of 1) the number in column G, H, or I.
    - Updating students who have graduated in the past 12 months: On the other hand, if the student has graduated, increase the number accordingly (i.e., by 1) in column J.
    - Updating students who re-entered in the past 12 months:  If, over the past 12 months (i.e., since the date of submission of your 2018 ARF), a student who had been reflected as a "drop" on your 2018 ARF has re-entered your program, click on column G and decrease that number (by 1) accordingly. Doing so, will increase your *"In-Progress, Stopped-Out"* by 1. If that student has graduated, then click on column J and increase the number by 1.

**Providing admission data from the 2018 admission cohort/s:**

- **Column B**: *"Enrollment Date"* is the specific entry point for each admissions cohort who entered in underline calendar year 2018.  If you have established a "trigger" course (see MAERB Policy 205), include the number of students who successfully completed that course.  If you base your admission cohort on a formal admission process, you would use that date.  If you intend to change your trigger course, you will need to notify your MAERB Program Manager.  If you didn't admit students in any given month, skip that row.

- **Column C**: *"Number of New Students Enrolled"* is the total number of **new** medical assisting students in a given admissions cohort. You will need to manually enter this information for 2018, but you should not change this number for any of the previous years (i.e., 2014-2017), unless you realize that the number of enrolled students had been reported incorrectly on last year's ARF. If you want to change the <u>month</u> of admission for any of the 2014-2017 admission cohorts, contact your Program Manager.

- **Column D**: *"Students Transferring In"* is the total number of advanced placement or transfer students (i.e., students who <u>transferred into</u> your program mid-stream from another institution or were granted advanced placement of some form) for the specific admissions cohort. This number is usually "0." Enter the number of students that transferred in or else enter "0." Do not change the number of ***Students Transferring In*** for the preceding years (i.e., 2014-2017), unless you realize that the number was incorrect.

- **Column E**: ***Total Number of Students***: This column is inaccessible to you, as it is password-protected. It is the automatically-calculated sum of columns C and D.

- **Column F**: *"In-Progress" or "Stopped-Out"* is a catch-all category for anyone who is either currently enrolled or on a leave of absence from the specific cohort, as of the date that this ARF is completed. The numbers in this column should become progressively smaller as you update the data for previous cohorts; in other words, the numbers found in the column for the oldest several years will likely be zero.

  Column F is inaccessible to you. It is an automatic calculation, based upon the numbers you enter into columns G and following.

**<u>NOTE regarding "drops" for the 2014-2017 cohorts</u>**: In preparing your 2019 ARF, the MAERB office intentionally placed <u>all</u> of your "drops" from the 2014-2017 cohorts of your 2018 ARF into column G of the 2019 ARF. We request that leave those "drops" in column G, without worrying about trying to properly divide the "drops" between columns G, H, and I.

- **Column G**: *"Attrition for <u>Non-Academic</u> Reasons"* is the number of students (from among those enrolled for a given admissions cohort) whose <u>current</u> status is "dropped" and who dropped due to any non-academic reason. Probably, most of your "drops" will fall into this category, rather than into columns H or I.

- **Column H**: *"Attrition, due to <u>General Education</u> Courses"* is the number of students (from among those enrolled for a given admissions cohort) whose <u>current</u> status is "dropped" and who dropped due to failure to pass one or more of the general education (i.e., <u>non</u>-medical assisting core) classes.

- **Column I**: *"Attrition, due to <u>Professional</u> Courses"* is the number of students (from among those enrolled for a given admissions cohort) whose <u>current</u> status is "dropped" and who dropped due to failure to pass one or more of the professional (i.e., medical assisting core) classes.

- **Column J**: *"Number of this Cohort that has Graduated To-Date"* is the number of students who have graduated, to-date, from the among the specific admissions cohort. In column J, enter the number of persons who have <u>already</u> graduated (i.e., whose <u>current</u> status is "graduated").

**<u>NOTE</u>**: A "graduate" is someone who has been issued a transcript that shows that the associate degree, certificate, or diploma has been conferred; a "graduate" is <u>not</u> equivalent to a "completer."

Your program's Retention Rate is automatically calculated by taking the total number of graduates (column J), adding the number of students "In Progress" (column F) and then dividing that number by the total number of students (column E).

If you have both a day and an evening section that admit students in the same month, you may combine them into a single cohort for that month. However, if you wish to be able to view day and evening cohorts separately, contact your MAERB Program Manager for instructions.

# Graduation Cohort Data Tab Instructions:

The data found on this tab should reflect the number of students (based upon the calendar year of graduation) who graduated from your program over the last five reporting years (i.e., calendar years 2014-2018).

Even though the data for calendar years 2014-2017 is visible on your 2019 ARF in rows 8-11, these cells are protected and inaccessible to you, since they were reported by you on your 2018 ARF and should not change from ARF to ARF, unless a reporting mistake had been made. If any of these numbers is incorrect, please contact your MAERB Program Manager. Remember to look back at the PDF version of the final 2018 ARF that you were sent to doublecheck those numbers as well.

- **Row 3**: In cell K-3, enter the number of persons who graduated from your medical assisting program at any time during calendar year 2018, no matter when they were enrolled into your program. Unless your students are both admitted and graduate in the same calendar year, the number in cell K-3 will most likely not be the same as the number of graduates that you reported on cell J-23 of the *Admission Cohort Data* tab. If no one graduated from your program in calendar year 2018, enter a "0." Otherwise, in cell K-3, enter the number of persons who graduated in calendar year 2018.

- **Rows 8-11**: These numbers have been entered into your 2019 ARF by MAERB staff. If you find any given number to be in error, contact your MAERB Program Manager.

- The number of graduates that are reported on row 3 and 8-11 automatically feeds into the *Exam* section of the 2019 ARF.

## Graduate Survey Outcomes:

Normally, the *Graduate Survey* section of the ARF reflects five full years of data. However, with MAERB's recent change in policy and the upcoming switch to the CAAHEP technology for the reporting of annual outcomes, MAERB is only collecting the 2018 *Graduate Survey* data on the 2019 ARF.

Because of this switch, it's possible that many of the graduate surveys that you report here on the 2019 ARF will be for the same graduates that you recorded on the *Graduate Survey* tab of your program's 2018 ARF.

In rows 13-23, you will be including the following information: How many graduate surveys were sent out; how many graduates returned the survey; and how many responded positively to the cognitive, psychomotor and affective domain questions.

Unlike all prior ARFs, for the 2019 ARF your *Graduate Survey* data is based on the graduates' year of graduation, and not their year of admission into your program.

Please note the following definitions for each column.

- **Column C**: *"Number of Graduates"* is the number that you placed into cell K-3.

- **Column D**: *"Number of Graduate Surveys Sent"* is the number of 2018 graduates to whom a Graduate Survey was sent by your program. All CAAHEP-accredited programs are required to use MAERB's *Graduate Survey* template, including the verbatim wording for each question, the questions separated by Cognitive, Psychomotor, and Affective Domains,

and the use of the 5-point Likert scale.  If the MAERB survey is not being utilized by your program, you can't count those graduate surveys on your ARF.

- **Column E:** *"Number of Graduate Surveys Returned"* is the number 2018 graduates that returned a completed survey.  If a graduate survey is returned to you blank, it should not be counted as a "returned" survey.

- **Column F**: *"Participation Percent"* is the automatic calculation of the percentage of returned surveys, calculated by dividing the number of 2018 graduates returning a completed survey by the number of 2018 graduates.

- **Columns G-I**: *"Positive Responses—Cognitive, Psychomotor, Affective"* is a reporting of the number of students whose survey (in response to all the questions in the particular domain) yielded an average of at least a "3" on the 5-point Likert scale.  Each returned survey must be reviewed by the program director three times (one time for all Cognitive questions, once for all Psychomotor, and once for all Affective).

- **Column J**: *"Overall Positive Responses"* is automatically calculated as the mean average of the three domain columns (i.e., columns G - I) immediately preceding it.

- **Column K**: *"Grad Survey Satisfaction"* is the percentage of the mean average divided by the number of graduates that returned a survey.

# Job Placement Outcome:

Normally, the **Job Placement** section of the ARF reflects five full years of data.  However, with MAERB's recent change in policy and the upcoming switch to the CAAHEP technology for the reporting of annual outcomes, MAERB is only collecting 2018 graduates' **Job Placement** data on the 2019 ARF.

Because of this switch, it's possible that many of the job placement results that you report here on the 2019 ARF will be for the same graduates that you recorded on the **Job Placement** tab of your program's 2018 ARF.

On rows 26-37, you will be including the following information: How many graduates were hired either as medical assistants or in a related field; how many graduates immediately went into the military or continued with formal education of some sort; for how many graduates you have no job placement information.

Unlike all prior ARFs, for the 2019 ARF your **Job Placement** data is based on the graduates' year of graduation, and not their year of admission into your program.

Please note the following definitions for each column.

- **Column C**: *"Number of Graduates"* is the number that you placed into cell K-3.

- **Column D**: *"Employed as Medical Assistant or in a Related Field"* is the number of 2018 graduates who (based upon documentation that you can substantiate) were hired after graduation either as a medical assistant or in a "related field" (which is defined as a medically-related employment for which some of the clinical or administrative competencies are being utilized).  If the individual either subsequently quit, was fired, or is no longer working either as a medical assistant or in a related field, you should still consider it to be a "positive placement" on the 2019 ARF.

- **Column E**: *"Continued with Education or Went into the Military"* speaks for itself.  In cell 31-E, enter the number of 2018 graduates for whom this applies, or enter a "0" in that cell.

- **Column F**: *"Job Status has been and Remains Unknown"* is for those graduates about which you have never received any job placement information.  Enter the corresponding number into cell 31-F.  The total of columns D, E, and F should equal the number of graduates in column C.  If you have done it correctly, you will see "Well done!" in cell 31-I.

# Employer Survey Outcomes:

Normally, the **Employer Survey** section of the ARF reflects five full years of data.  However, with MAERB's recent change in policy and the upcoming switch to the CAAHEP technology for the reporting of annual outcomes, MAERB is only collecting the 2018 graduate **Employer Survey** data on the 2019 ARF.

Because of this switch, it's possible that many of the employer surveys that you report here on the 2019 ARF will be for the same persons that you recorded on the **Employer Survey** tab of your program's 2018 ARF.

In rows 40-50, you will be including the following information: How many employer surveys were sent out, from among 2018 graduates; how many employers returned the survey; and how many employers responded positively to the cognitive, psychomotor and affective domain questions.

Unlike all prior ARFs, for the 2019 ARF your **Employer Survey** data is based on the graduates' year of graduation, and not their year of admission into your program.

Please note the following definitions for each column.

- **Column C**: *"Number Employed as a Medical Assistant or in a Related Field"* has been automatically transmitted from cell 31-D.

- **Column D**: *"Number of Employer Surveys Sent"* is the number of 2018 graduates who got a job as a medical assistant or in a related field and for whom an employer survey was sent to their employer.

All CAAHEP-accredited programs are required to use MAERB's **Employer Survey** template, including the verbatim wording for each question, the questions separated by Cognitive, Psychomotor, and Affective Domains, and the use of the 5-point Likert scale.  If the MAERB survey is not being utilized by your program, you can't count those employer surveys on your ARF.

- **Column E:** *"Number of Employer Surveys Returned"* is the number of surveys that were returned by employers of 2018 graduates who got a job as a medical assistant or in a related field.  If an employer survey is returned to you blank, it should not be counted as a "returned" survey.

- **Column F**: *"Participation Percent"* is the automatic calculation of the percentage of returned surveys, determined by dividing the number of employers returning surveys by the number of 2018 graduates who became employed either as a medical assistant or in a related field.

- **Columns G-I**: *"Positive Responses—Cognitive, Psychomotor, Affective"* contain the number of employers whose survey (in response to all the questions in the particular domain) yielded an average of at least a "3" on the 5-point Likert scale.  Each returned survey must be reviewed by the program director three times (one time for all Cognitive questions, once for all Psychomotor, and once for all Affective).

- **Column J**: *"Overall Positive Responses"* is automatically calculated as the mean average of the three domain columns (i.e., columns G - I) immediately preceding it.
- **Column K**: *"Employer Survey Satisfaction"* is the percentage of the mean average divided by the number of employers returning surveys.

# Exam Passage and Participation Outcomes:

Your exam data should be organized by the calendar year in which the person graduated from your program (in this case, calendar year 2018), and not the year in which the exam was taken or passed.

Already entered into your 2019 ARF is exam data for any CMA (AAMA) takers/passers for the five reporting years listed (i.e., 2014-2018).  Exam results for any of the other 4 qualifying exams will have to be obtained by you and reported directly to your MAERB Program Manager prior to the final submission of your 2019 ARF.

For more details about which specific medical assisting exams can be counted toward the Exam threshold of the ARF, you should review MAERB Policy 205 and/or the "Outcomes Threshold Chart."

**CMA (AAMA) Exam Results:** The CMA (AAMA) participation and exam results for those individuals who both graduated between January 1, 2014 and December 31, 2018 and took the CMA (AAMA) exam prior to **August 15, 2019**, have already been uploaded into the Exam tab of your 2019 ARF.

Any graduate who took and/or passed the CMA (AAMA) exam **after** August 15, 2019, will automatically appear on next year's 2020 ARF.  The cells with the exam results are locked and not able to be edited by you.  If you believe there to be a discrepancy regarding the CMA (AAMA) exam numbers on your 2019 ARF, please contact the Certification Department of the AAMA at 1.800.228.2262.

After you have contacted the Certification Department of the AAMA, if there is still a discrepancy regarding the total number of takers or passers found on your 2019 ARF or if the Certification Department had to make any changes in their database, contact your Program Manager at MAERB for further direction.

**MAERB Error Alert:**

**Any exam data that you reported on last year's ARF for previous years' graduates who took and/or passed the RMA (AMT), the NCMA (NCCT), the CCMA (NHA), or the CMAC (AMCA) certification exams has been removed by MAERB from your 2019 ARF.  This includes any graduates that you reported had <u>taken</u> "more than one" different exam or <u>passed</u> "more than one" different exam.**

**This data was removed by MAERB because a program may have had additional graduates take or pass one or more of these exams within the past twelve months.  Therefore, you will need to update and report this information to your MAERB Program Manager again this year, prior to submitting your final 2019 ARF online.**

**<u>Results of the RMA (AMT), NCMA (NCCT), CCMA (NHA), and CMAC (AMCA) exams</u>:** These results must be obtained by you and submitted to your MAERB Program Manager via email, using the grid below, <u>prior</u> to the final submission of your 2019 ARF, as these agencies are currently unable to supply their exam results to MAERB in the format needed for uploading.

In order to get this information, please contact the following respective Certification Departments:

- the RMA (AMT) is given by the American Medical Technologists (1.847.823.5169)
- the NCMA is given by the National Center for Competency Testing (1.800.875.4404)
- the CCMA is given by the National Healthcareer Association (1. 800.499.9092)
- the CMAC is given by the American Medical Certification Association (1.888.960.2622)

Please be careful to organize your takers and passers based on their <u>year of graduation</u>, and not the year that they took or passed a given exam.

If you have any graduates from calendar years 2014, 2015, 2016, 2017, or 2018 that took any of the four (4) above-mentioned exams, in order to have this information included in your 2019 ARF, complete <u>every cell</u> (for all five years) of the grid below and send it to your Program Manager, along with your Excel 2019 ARF.

Your Program Manager will then enter the data into your 2019 ARF and send the revised ARF back to you so that you can check it for accuracy. The first column of numbers should be identical to the numbers on rows 3, 8, 9, 10, and 11 of the *"Graduation Cohort Data"* of your 2019 ARF. If you have any questions about the grid, contact your Program Manager.

| Year of Grad-uation | Total# of Grads for the calen-dar year | # of Grads Who Took RMA (AMT) Exam | # of Grads Who Passed RMA (AMT) Exam | # of Grads Who Took NCMA (NCCT) Exam | # of Grads Who Passed NCMA (NCCT) Exam | # of Grads Who Took CCMA (NHA) Exam | # of Grads Who Passed CCMA (NHA) Exam | # of Grads Who Took CMAC (AMCA) Exam | # of Grads Who Passed CMAC (AMCA) Exam | # of Grads Who Took More than One Exam | # of Grads Who Passed More than One Exam |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 2018 | | | | | | | | | | | |
| 2017 | | | | | | | | | | | |
| 2016 | | | | | | | | | | | |
| 2015 | | | | | | | | | | | |
| 2014 | | | | | | | | | | | |

Under the **Exam Participation** and **Passage** sections, if you have any persons (who graduated between January 2014 and December 2018) and who took and/or passed **"more than one"** of the five different qualifying exams, you may either enter those numbers into column I of rows 59-63 and 74-78, or you may include that information in the above-mentioned grid that you are required to send to your Program Manager, and they can enter those numbers for you.

Either way, your 2019 ARF will not be considered complete unless column I (for cells 59-63 and 74-78) is completed with some number. These cells should not be left blank. If you had no graduates who took more than one exam, enter "0" in each of the cells.

If you have exam takers four any of these four exams but fail to send the completed grid and your Excel 2019 ARF to your Program Manager by October 25, your 2019 ARF will be considered late and a $250 Late Fee will be assessed to your program.

If, at any point in time after the October 25th deadline, errors are discovered in your 2019 ARF (including any errors in your exam data), your program will be subject to a $200 ARF "Administrative Fee."

# Submitting Your ARF:

Prior to final submission of your 2019 ARF, we recommend that you do the following:

1) Make sure that you have **completed all four tabs** of the 2019 (Excel) ARF.  If you submit your 2019 ARF without all four tabs being completed, your ARF will be sent back to you for completion.  If MAERB has not received a fully-completed 2019 ARF by the October 25, 2019 due date, your program will be subject to a $250 late fee.

2) Make sure that the **MAERB office didn't make any data errors in transferring the data** from your final 2018 ARF into your 2019 Excel ARF.  (See the PDF copy that was sent to you.)

3) Review your final 2019 ARF data, verifying that **all white-shaded cells have been completed** either by you or the MAERB staff and that your numbers are accurate throughout the document.

4) **Look to see if any percentages are over 100%**.  If so, there is an error somewhere.

5) Review **column F** on the *"Admission Cohort Data"* tab and make sure that there is **no negative number** in any cell in that column.  If so, there is an incorrect number in that row.

6) If you have RMA, NCMA, CCMA, or CMAC exam data to report, be sure **to send your completed exam grid and working Excel 2019 ARF** to your MAERB Program Manager via email at least **several days prior to** the October 25th deadline.

7) **Keep an electronic copy** of your 2019 Excel ARF in your permanent records and **share it with your immediate supervisor**.  If you wish, each tab of your 2019 ARF can be printed out as a hard copy or saved as a PDF document.   You can do this by clicking on "File," then "Save as Adobe PDF" and then selecting "Entire Workbook."

Once you submit your final 2019 ARF to your MAERB Program Manager, if you need to make any changes and the October 25 due date has not yet passed, you may do so without having to pay an administrative fee.  However, if the October 25th due date has already passed and you need to make changes to the 2019 ARF, your program will be subject to a $200 "administrative fee."

The MAERB office provides a "hard" due date of October 25, 2019, for completion of the 2019 Annual Report Form.  Late submissions will be charged a $250 late fee.

If, upon review by MAERB staff, your 2019 ARF is found to lack statistical integrity, your program will be charged a $200 "administrative fee" so that the proper revisions can be made.

Within a couple of months of your final submission, your MAERB Program Manager will review your ARF for statistical integrity and will contact you via email if MAERB has any concerns.  2019 ARFs that are found to contain errors will be subject to an ARF "Administrative Fee" of $200.

Once any integrity issues have been resolved by MAERB staff, you will receive an official ARF review letter from MAERB.